



April 9, 2024

Via Electronic Filing

Hon. Michelle L. Phillips
Secretary to the Commission
New York State Public Service Commission
Three Empire State Plaza
Albany, NY 12223-1350

Re: Notice of Intent to Submeter at 1270 Fifth Avenue, New York, NY 10029 (Case No. 24-E-0046)

Dear Secretary Phillips:

On behalf of The Twelve Seventy Fifth Ave. Cooperative, Inc. (the ‘Building’), Metergy Solutions LLC (‘Metergy’) provides this filing to include a summary of resident comments filed to date in Case 24-E-0046.

As of April 9, 2024, eighteen (18) comments have been filed. Three (3) of those comments were duplicate comments filed twice, and one (1) resident filed two separate comments, which were both addressed in one letter. Accordingly, this filing includes responses to fourteen (14) comments, along with PDF copies of the emails sent to residents. Email addresses have been redacted if the resident did not include his or her email address in the comment.

Six (6) residents filed comments in support of the Notice of Intent, citing a more equitable distribution of electricity costs. Eight (8) residents filed comments against the application, citing concerns with how electricity costs would be allocated if the submetering application was approved, lack of clarity with the billing process, and affordability. Several residents also cited concerns with whether submetering was permitted by the building’s governing documents. In the responses, Metergy and the Building addressed these concerns by clarifying that the Building would continue providing the services identified in the governing documents, and that residents would not be paying more than agreed to by the governing documents, but rather that such costs would be reallocated based on usage, rather than shares (and confirming that the monthly appliance fee would no longer be charged). The responses, where relevant, also outlined next steps for the submetering application and implementation if the application were to be approved, available payment plans, how rates will be calculated, and included a sample bill where relevant to the comment.

Should additional comments be filed within the applicable comment period (which began on March 20, 2024), Metergy and the Building will provide responses to the resident and will file additional response summaries in the current docket.

Respectfully,

/s/ Lena Golze Desmond
Lena Golze Desmond
Senior Regulatory Counsel
Metergy Solutions LLC
347-345-3889
lena.desmond@metergysolutions.com

From: [Rezarta Hoti](#)
To: [REDACTED]
Cc: [Michael Maksym](#)
Subject: [EXTERNAL] PSC Comment Response
Date: Thursday, March 28, 2024 3:47:10 PM
Attachments: [Response BCAgnos.pdf](#)

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Hello Mr. and Mrs. Anagnos,

Thank you for your comment on the PSC website.

Attached please find a response to your comment.

Best wishes,

Rezarta Hoti

Senior Project Manager
646-329-1106 | rhoti@akam.com
AKAM | www.akam.com | Great Place to Work-Certified™
99 Park Avenue, 14th FL, NY, NY, 10016

We invite you to connect with us at feedback@akam.com as your comments help us enhance the services we deliver to our valued clients.

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March 28, 2024

Benjamin & Christine Anagnos
1270 Fifth Avenue
Unit 6S
New York, NY 10029

Re: Notice of Intent to Submeter at 1270 Fifth Avenue, New York, NY 10029 (Case No. 24-E-0046)

Dear Mr. & Mrs. Anagnos:

Thank you for taking the time to share your comments on Case No. 24-E-0046, particularly your support for the installation of electricity submeters and of billing residents directly for their individual electric usage.

Your feedback, alongside those from other residents who share your viewpoint, highlights the positive impacts a transition to individual metering will provide. Transitioning to individual metering stands to benefit the building in several meaningful ways, including enhancing the building's insurance options and improving rates; fostering better energy conservation, aligning with New York City's ambitious goals to reduce carbon emissions, and ensuring compliance with local regulatory standards.

We truly appreciate your engagement with this process. We will keep you and all residents informed about the developments of this application.

Respectfully,

/s/ Lena Golze Desmond
Lena Golze Desmond
Senior Regulatory Counsel
Metergy Solutions LLC
347-345-3889
lena.desmond@metergysolutions.com

From: [Rezarta Hoti](#)
To: [REDACTED]
Cc: [Michael Maksym](#)
Subject: [EXTERNAL] 1270 Fifth Ave- PSC - Dennis Kear Response
Date: Thursday, March 28, 2024 3:49:28 PM
Attachments: [Response DKear.pdf](#)

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Hello Mr. Kear

Thank you for your comment on the PSC website.

Attached please find a response to your comment.

Best wishes,

Rezarta Hoti

Senior Project Manager

646-329-1106 | rhoti@akam.com

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March 28, 2024

Dennis Kear
1270 Fifth Avenue
New York, NY 10029

Re: Notice of Intent to Submeter at 1270 Fifth Avenue, New York, NY 10029 (Case No. 24-E-0046)

Dear Mr. Kear:

Thank you for taking the time to share your comments on Case No. 24-E-0046, particularly your support for the installation of electricity submeters and of billing residents directly for their individual electric usage.

Your feedback, alongside those from other residents who share your viewpoint, highlights the positive impacts a transition to individual metering will provide. Transitioning to individual metering stands to benefit the building in several meaningful ways, including enhancing the building's insurance options and improving rates; fostering better energy conservation, aligning with New York City's ambitious goals to reduce carbon emissions, and ensuring compliance with local regulatory standards.

We truly appreciate your engagement with this process. We will keep you and all residents informed about the developments of this application.

Respectfully,

/s/ Lena Golze Desmond
Lena Golze Desmond
Senior Regulatory Counsel
Metergy Solutions LLC
347-345-3889
lena.desmond@metersolutions.com

From: [Rezarta Hoti](#)
To: [REDACTED]
Cc: [Michael Maksym](#)
Subject: [EXTERNAL] 1270 Fifth Ave - Comment Response on PSC
Date: Thursday, March 28, 2024 3:54:00 PM
Attachments: [gJohnson.pdf](#)

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Hello Mr. Johnson,

Thank you for your comment on the PSC website.

Attached please find a response to your comment.

Thank you,

Rezarta Hoti

Senior Project Manager
646-329-1106 | rhoti@akam.com
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99 Park Avenue, 14th FL, NY, NY, 10016

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March 28, 2024

Gregory Johnson
1270 Fifth Avenue
New York, NY 10029

**Re: Notice of Intent to Submeter at 1270 Fifth Avenue, New York, NY 10029
(Case No. 24-E-0046)**

Dear Mr. Johnson:

Thank you for taking the time to share your comments on Case No. 24-E-0046. Your comments identified potential concerns regarding the proposed transition to individual metering and we would like to take the opportunity to address these concerns below.

All shareholders are currently responsible for paying the full electric bill. You pay this through your monthly carrying charges. In a transition to electric submetering, the cooperative will still be furnishing the electricity, but the costs for paying the building's master metered bill will now be divided more fairly, based on use rather than shares.

Should the electric submetering petition be approved, each suite will only be responsible for the amount of electricity they consume. Shareholders will no longer have to pay the monthly appliance fee, and the overall coop budget, including the monthly carrying costs which previously included the building's overall electricity costs will also be adjusted to reflect the separated metered billing following implementation.

We thank you for submitting your Comment, and we will provide updates to you and all residents about the Notice of Intent about the progress of this application.

Respectfully,

/s/ Lena Golze Desmond
Lena Golze Desmond
Senior Regulatory Counsel
Metergy Solutions LLC
347-345-3889
lena.desmond@metersolutions.com

From: [Rezarta Hoti](#)
To: [REDACTED]
Subject: [EXTERNAL] 1270 Fifth Ave - Response on PSC Comments
Date: Wednesday, April 3, 2024 3:49:12 PM
Attachments: [Response \(J&M Janeski\) \(3.28.24\) \(1\).pdf](#)

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Hello,

Thank you for taking the time to comment on the PSC application.

Attached is a response to your comment.

Thank you,

Rezarta Hoti
Senior Project Manager
646-329-1106 | rhoti@akam.com
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99 Park Avenue, 14th FL, NY, NY, 10016

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March 28, 2024

James & Maureen Janeski
1270 Fifth Avenue
New York, NY 10029

Re: Notice of Intent to Submeter at 1270 Fifth Avenue, New York, NY 10029 (Case No. 24-E-0046)

Dear Mr. & Mrs. Janeski:

Thank you for taking the time to share your comments on Case No. 24-E-0046, particularly your support for the installation of electricity submeters and of billing residents directly for their individual electric usage.

Your feedback, alongside those from other residents who share your viewpoint, highlights the positive impacts a transition to individual metering will provide. Transitioning to individual metering stands to benefit the building in several meaningful ways, including enhancing the building's insurance options and improving rates; fostering better energy conservation, aligning with New York City's ambitious goals to reduce carbon emissions, and ensuring compliance with local regulatory standards.

We truly appreciate your engagement with this process. We will keep you and all residents informed about the developments of this application.

Respectfully,

/s/ Lena Golze Desmond
Lena Golze Desmond
Senior Regulatory Counsel
Metergy Solutions LLC
347-345-3889
lena.desmond@metersolutions.com

From: [Rezarta Hoti](#)
To: [REDACTED]
Cc: Michael Maksym
Subject: [EXTERNAL] 1270 Fifth Ave - PSC Comment Response
Date: Thursday, March 28, 2024 3:56:15 PM
Attachments: [Response JLaguerre.pdf](#)

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Dear Ms. Laguerre,

Thank you for your comment on the PSC website.

Attached please find a response to your comment.

Thank you,

Rezarta Hoti

Senior Project Manager
646-329-1106 | rhoti@akam.com
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99 Park Avenue, 14th FL, NY, NY, 10016

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March 28, 2024

Jeanette Laguerre
1270 Fifth Avenue
Unit 10H
New York, NY 10029

**Re: Notice of Intent to Submeter at 1270 Fifth Avenue, New York, NY 10029
(Case No. 24-E-0046)**

Dear Ms. Laguerre:

Thank you for taking the time to share your comments on Case No. 24-E-0046. Your comments identified potential concerns regarding the proposed transition to individual metering and we would like to take the opportunity to address these concerns below.

All shareholders are currently responsible for paying the full electric bill. You pay this through your monthly carrying charges. In a transition to electric submetering, the cooperative will still be furnishing the electricity, but the costs for paying the building's master metered bill will now be divided more fairly, based on use rather than shares.

Should the electric submetering petition be approved, each suite will only be responsible for the amount of electricity they consume. Shareholders will no longer have to pay the monthly appliance fee, and the overall coop budget, including the monthly carrying costs which previously included the building's overall electricity costs will also be adjusted to reflect the separated metered billing following implementation.

We thank you for submitting your Comment, and we will provide updates to you and all residents about the Notice of Intent about the progress of this application.

Respectfully,

/s/ Lena Golze Desmond
Lena Golze Desmond
Senior Regulatory Counsel
Metergy Solutions LLC
347-345-3889
lena.desmond@metergysolutions.com

From: [Rrezarta Hoti](#)
To: [REDACTED]
Cc: [Michael MakSYM](#)
Subject: [EXTERNAL] 1270 Fifth Ave - PSC Comment Response
Date: Thursday, March 28, 2024 4:55:08 PM
Attachments: [Response Logue.pdf](#)

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Dear Ms. Logue,

Thank you for your comment on the PSC Application for 1270 Fifth Ave.

Attached please find a response to your comment.

Thank you,
Rrezarta Hoti
Senior Project Manager
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March 28, 2024

Joan Logue
1270 Fifth Avenue
Unit 10M
New York, NY 10029

**Re: Notice of Intent to Submeter at 1270 Fifth Avenue, New York, NY 10029
(Case No. 24-E-0046)**

Dear Ms. Logue:

Thank you for taking the time to share your comments on Case No. 24-E-0046. Your comments identified potential concerns regarding the proposed transition to individual metering and we would like to take the opportunity to address these concerns below.

All shareholders are currently responsible for paying the full electric bill. You pay this through your monthly carrying charges. In a transition to electric submetering, the cooperative will still be furnishing the electricity, but the costs for paying the building's master metered bill will now be divided more fairly, based on use rather than shares.

Should the electric submetering petition be approved, each suite will only be responsible for the amount of electricity they consume. Shareholders will no longer have to pay the monthly appliance fee, and the overall coop budget, including the monthly carrying costs which previously included the building's overall electricity costs will also be adjusted to reflect the separated metered billing following implementation.

Per the comment filed on March 19, 2024, you will only be required to pay a submeter installation cost should the application be approved, although you may choose to install the submeter prior to PSC approval.

We thank you for submitting your Comment, and we will provide updates to you and all residents about the Notice of Intent about the progress of this application.

Respectfully,

/s/ Lena Golze Desmond
Lena Golze Desmond
Senior Regulatory Counsel
Metergy Solutions LLC
347-345-3889
lena.desmond@metergysolutions.com

From: [Rezarta Hoti](#)
To: [REDACTED]
Cc: [Michael Maksym](#)
Subject: [EXTERNAL] 1270 Fifth Ave - PSC Comment Response
Date: Thursday, March 28, 2024 4:15:15 PM
Attachments: [Response KMeyer.pdf](#)

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Dear Ms. Meyer,

Thank you for your comment on the PSC website.

Attached please find a response to your comment.

Thank you,

Rezarta Hoti

Senior Project Manager

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March 28, 2024

Katrina Meyer
1270 Fifth Avenue
Unit 1E
New York, NY 10029

**Re: Notice of Intent to Submeter at 1270 Fifth Avenue, New York, NY 10029
(Case No. 24-E-0046)**

Dear Ms. Meyer:

Thank you for taking the time to share your comments on Case No. 24-E-0046. Your comments identified potential concerns regarding the proposed transition to individual metering and we would like to take the opportunity to address these concerns below.

All shareholders are currently responsible for paying the full electric bill. You pay this through your monthly carrying charges. In a transition to electric submetering, the cooperative will still be furnishing the electricity, but the costs for paying the building's master metered bill will now be divided more fairly, based on use rather than shares.

Should the electric submetering petition be approved, each suite will only be responsible for the amount of electricity they consume. Shareholders will no longer have to pay the monthly appliance fee, and the overall coop budget, including the monthly carrying costs which previously included the building's overall electricity costs will also be adjusted to reflect the separated metered billing following implementation.

We thank you for submitting your Comment, and we will provide updates to you and all residents about the Notice of Intent about the progress of this application.

Respectfully,

/s/ Lena Golze Desmond
Lena Golze Desmond
Senior Regulatory Counsel
Metergy Solutions LLC
347-345-3889
lena.desmond@metersolutions.com

From: [Rezarta Hoti](#)
To: [REDACTED]
Cc: [Michael Maksym](#)
Subject: [EXTERNAL] 1270 Fifth Ave - Response to PSC Comment
Date: Thursday, March 28, 2024 4:20:47 PM
Attachments: [Response Altstatt.pdf](#)

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Hello Ms. Altstatt

Thank you for your comment on the PSC website.

Attached please find a response to your comment.

Thank you,

Rezarta Hoti

Senior Project Manager

646-329-1106 | rhoti@akam.com

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March 28, 2024

Lynn Altstatt
1270 Fifth Avenue
New York, NY 10029

**Re: Notice of Intent to Submeter at 1270 Fifth Avenue, New York, NY 10029
(Case No. 24-E-0046)**

Dear Ms. Altstatt:

Thank you for taking the time to share your comments on Case No. 24-E-0046. Your comments identified potential concerns regarding the proposed transition to individual metering and we would like to take the opportunity to address these concerns below.

Fuse Box Upgrades

Upgrades to your unit's fuse box is required to maintain compliance with New York City's Electric Code.

Metering Process / Next Steps

The 45-day notice period began on March 20, 2024. The building must respond to all comments received during this time. Once the notice period is over, Staff at the Department of Public Service will review the application again and request any additional information they feel is necessary; this may include additional resident information. If they are satisfied that all requirements have been met, Staff will submit the application for approval at the New York Public Service Commission monthly meeting. The approval Order may contain additional requirements, such as a two-month period of 'shadow billing' (whereby residents will receive bills but are not required to pay them). After any additional notice periods, Metergy will then begin to bill residents. For this reason, it is important to install submeters before the actual approval is granted.

Allocation of Costs

All shareholders are currently responsible for paying the full electric bill. You pay this through your monthly carrying charges. In a transition to electric submetering, the cooperative will still be furnishing the electricity, but the costs for paying the building's master metered bill will now be divided more fairly, based on use rather than shares.

Should the electric submetering petition be approved, each suite will only be responsible for the amount of electricity they consume. Shareholders will no longer have to pay the monthly appliance

fee, and the overall coop budget, including the monthly carrying costs which previously included the building's overall electricity costs will also be adjusted to reflect the separated metered billing following implementation.

We truly appreciate your engagement with this process. We will keep you and all residents informed about the developments of this application.

Respectfully,

/s/ Lena Golze Desmond
Lena Golze Desmond
Senior Regulatory Counsel
Metergy Solutions LLC
347-345-3889
lena.desmond@metergysolutions.com

From: [Rezarta Hoti](#)
To: [REDACTED]
Cc: [Michael Maksym](#)
Subject: [EXTERNAL] 1270 Fifth Ave - PSC Comment Response
Date: Thursday, March 28, 2024 4:25:37 PM
Attachments: [Response Lowengard.pdf](#)

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Dear Ms. Lowengard,

Thank you for your comment on the PSC website.

Attached please find a response to your comment.

Thank you,

Rezarta Hoti

Senior Project Manager

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March 28, 2024

Mary Lowengrad
1270 Fifth Avenue
Unit 3R
New York, NY 10029

Re: Notice of Intent to Submeter at 1270 Fifth Avenue, New York, NY 10029 (Case No. 24-E-0046)

Dear Ms. Lowengrad:

Thank you for taking the time to share your comments on Case No. 24-E-0046, particularly your support for the installation of electricity submeters and of billing residents directly for their individual electric usage.

Your feedback, alongside those from other residents who share your viewpoint, highlights the positive impacts a transition to individual metering will provide. Transitioning to individual metering stands to benefit the building in several meaningful ways, including enhancing the building's insurance options and improving rates; fostering better energy conservation, aligning with New York City's ambitious goals to reduce carbon emissions, and ensuring compliance with local regulatory standards.

We truly appreciate your engagement with this process. We will keep you and all residents informed about the developments of this application.

Respectfully,

/s/ Lena Golze Desmond
Lena Golze Desmond
Senior Regulatory Counsel
Metergy Solutions LLC
347-345-3889
lena.desmond@metergysolutions.com

From: [Rezarta Hoti](#)
To: [REDACTED]
Cc: [Michael Maksym](#)
Subject: [EXTERNAL] 1270 Fifth Ave - PSC Comment Response
Date: Thursday, March 28, 2024 4:37:24 PM
Attachments: [Response RJBlack.pdf](#)

CAUTION EXTERNAL EMAIL: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe!

Dear Robert and Jamie,

Thank you for taking the time to comment on the PSC application for 1270 Fifth Ave.

Attached please find a response to your comment!

Your feedback is greatly appreciated.

Best,
Rezarta Hoti

Senior Project Manager
646-329-1106 | rhoti@akam.com
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March 28, 2024

Robert & Jaime Black
1270 Fifth Avenue
Unit 5T
New York, NY 10029

Re: Notice of Intent to Submeter at 1270 Fifth Avenue, New York, NY 10029 (Case No. 24-E-0046)

Dear Mr. & Mrs. Black:

Thank you for taking the time to share your comments on Case No. 24-E-0046, particularly your support for the installation of electricity submeters and of billing residents directly for their individual electric usage.

Your feedback, alongside those from other residents who share your viewpoint, highlights the positive impacts a transition to individual metering will provide. Transitioning to individual metering stands to benefit the building in several meaningful ways, including enhancing the building's insurance options and improving rates; fostering better energy conservation, aligning with New York City's ambitious goals to reduce carbon emissions, and ensuring compliance with local regulatory standards.

We truly appreciate your engagement with this process. We will keep you and all residents informed about the developments of this application.

Respectfully,

/s/ Lena Golze Desmond
Lena Golze Desmond
Senior Regulatory Counsel
Metergy Solutions LLC
347-345-3889
lena.desmond@metergysolutions.com

From: [Rezarta Hoti](#)
To: [REDACTED]
Cc: [Michael Maksym](#)
Subject: [EXTERNAL] 1270 Fifth Ave - Responses to PSC Comment
Date: Wednesday, April 3, 2024 3:53:53 PM
Attachments: [Response \(R&N Plumey\) \(4.3.24\).pdf](#)

CAUTION EXTERNAL EMAIL: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe!

Hello,

Thank you for taking the time to comment on the PSC application.

Attached please find responses to your questions.

Best,
Rezarta Hoti

Senior Project Manager
646-329-1106 | rhoti@akam.com
AKAM | www.akam.com | **Great Place to Work-Certified™**
99 Park Avenue, 14th FL, NY, NY, 10016

We invite you to connect with us at feedback@akam.com as your comments help us enhance the services we deliver to our valued clients.

(For faster/customized service, please include the building address and apartment/unit number in your correspondence).

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April 3, 2024

Raymond & Nellie Plumey
1270 Fifth Avenue
Unit 5D
New York, NY 10029

**Re: Notice of Intent to Submeter at 1270 Fifth Avenue, New York, NY 10029
(Case No. 24-E-0046)**

Dear Mr. & Mrs. Plumey:

Thank you for taking the time to share your comments on Case No. 24-E-0046. Your comments identified potential concerns regarding the proposed transition to individual metering and we would like to take the opportunity to address these concerns below.

All shareholders are currently responsible for paying the full electric bill. You pay this through your monthly carrying charges. In a transition to electric submetering, the cooperative will still be furnishing the electricity, but the costs for paying the building's master metered bill will now be divided more fairly, based on use rather than shares.

Should the electric submetering petition be approved, each suite will only be responsible for the amount of electricity they consume. Shareholders will no longer have to pay the monthly appliance fee, and the overall coop budget, including the monthly carrying costs which previously included the building's overall electricity costs will also be adjusted to reflect the separated metered billing following implementation.

We thank you for submitting your Comment, and we will provide updates to you and all residents about the Notice of Intent about the progress of this application.

Respectfully,

/s/ Lena Golze Desmond
Lena Golze Desmond
Senior Regulatory Counsel
Metergy Solutions LLC
347-345-3889
lena.desmond@metersolutions.com

From: [Rezarta Hoti](#)
To: [REDACTED]
Cc: [Michael Maksym](#)
Subject: [EXTERNAL] 1270 Fifth ave - PSC Comment Response
Date: Thursday, March 28, 2024 4:30:44 PM
Attachments: [Response \(R. Haviv\) \(3.28.24\).pdf](#)

CAUTION EXTERNAL EMAIL: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe!

Dear Ronit,

Thank you for your comment on the PSC website.

Attached please find a response to your comment.

Thank you,

Rezarta Hoti

Senior Project Manager

646-329-1106 | rhoti@akam.com

AKAM | www.akam.com | Great Place to Work-Certified™

99 Park Avenue, 14th FL, NY, NY, 10016

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March 28, 2024

Ronit Haviv
1270 Fifth Avenue
New York, NY 10029

**Re: Notice of Intent to Submeter at 1270 Fifth Avenue, New York, NY 10029
(Case No. 24-E-0046)**

Dear Mr. Haviv:

Thank you for taking the time to share your comments on Case No. 24-E-0046. Your comments identified potential concerns regarding the proposed transition to individual metering and we would like to take the opportunity to address these concerns below.

Allocation of Costs

All shareholders are currently responsible for paying the full electric bill. You pay this through your monthly carrying charges. In a transition to electric submetering, the cooperative will still be furnishing the electricity, but the costs for paying the building's master metered bill will now be divided more fairly, based on use rather than shares.

Studies have repeatedly shown that a transition from master metering to individual metering will help reduce overall electricity usage.¹ This in turn can help reduce the building's overall carbon footprint and improve its NYC energy efficiency rating.

Should the electric submetering petition be approved, each suite will only be responsible for the amount of electricity they consume. Shareholders will no longer have to pay the monthly appliance fee, and the overall coop budget, including the monthly carrying costs which previously included the building's overall electricity costs will also be adjusted to reflect the separated metered billing following implementation.

Metering Process / Next Steps

The 45-day notice period began on March 20, 2024. The building must respond to all comments received during this time. Once the notice period is over, Staff at the Department of Public Service

¹ https://www.hud.gov/program_offices/public_indian_housing/programs/ph/phecc/strat_m4

will review the application again and request any additional information they feel is necessary; this may include additional resident information. If they are satisfied that all requirements have been met, Staff will submit the application for approval at the New York Public Service Commission monthly meeting. The approval Order may contain additional requirements, such as a two-month period of ‘shadow billing’ (whereby residents will receive bills but are not required to pay them). After any additional notice periods, Metergy will then begin to bill residents. For this reason, it is important to install submeters before the actual approval is granted.

Submetering Billing & Payment Process

The metering and billing process will be very similar to how Con Edison bills its direct metered customers, except that Metergy Solutions (“Metergy”) will bill residents instead of Con Edison. Below is an outline of the monthly billing cycle:

- Your submeter will meter your individual monthly usage
- On a monthly basis, Metergy will read your meter to determine how much kWh was used since the last reading (e.g. on May 1 your meter read 0000500, and on June 1 your meter read 0001000, so the difference would be 500kWh). Metergy aligns its meter read with the dates that Con Edison reads the building’s master metered bill.
- Metergy then applies the building’s master-metered rate (which is lower than the rate Con Edison charges directly-metered residential customers) to your usage to determine your total cost. See the sample bill for an example of what your bill will look like (please note that this is a sample only).
- Metergy will send a copy of the bill to your email address (or mail a hard copy if requested).

Metergy is also currently upgrading its billing platform to allow residents to see their usage on a monthly basis. If you notice significant changes in your usage, you will be able to reach out to Metergy’s customer service team to have your meter tested for accuracy at no cost to you.

Payment Plans & Consumer Protections

If you are having any trouble paying your bills, Metergy offers both Budget Billing and Deferred Payment Agreements. Unlike Con Edison, Metergy will not terminate your electricity.

Budget Billing

We project how much your energy will cost for a year by analyzing your electric use for the previous 12 months, weather trends, current rates, and energy supply costs. Your annual cost is then divided by 12 to determine your monthly level payment amount. Once your plan is set up, you’ll usually pay the same amount every billing period for the next year. We may make periodic adjustments if your actual energy use is significantly higher or lower than what you are billed for. After the plan ends, if your actual energy use is lower than what you were billed, you’ll get a credit on your next bill. If it’s higher, you’ll be billed the difference.

Deferred Payment Agreements

If you are having trouble making payments and are overdue, you may request a Deferred Payment Agreement (DPA). Under a DPA, Metergy will add a fixed amount of the amount due on each monthly invoice, so you pay in installments instead of all at once until the overdue amount is paid. (the exact amount will depend on each resident’s financial circumstances and total amounts due).

Annual Notification of Rights

The attached document includes an overview of your rights and protections under submetering, including registration for special protections.

We truly appreciate your engagement with this process. We will keep you and all residents informed about the developments of this application.

Respectfully,

/s/ Lena Golze Desmond
Lena Golze Desmond
Senior Regulatory Counsel
Metergy Solutions LLC
347-345-3889
lena.desmond@metergysolutions.com



Customer Care Center
1-888-422-9319
customerservice@metergysolutions.com

Monday to Friday
8:30 AM to 5:00 PM
www.metergysolutions.com

John Smith
Account Number: U1000000000

Statement Date
08/31/2023

Due Date
09/20/2023

Amount Due
\$235.10

TAP TO
PAY ONLINE

Service Address: 111 Main Street, #11

Summary of Charges

Your Total Electricity Charges	\$109.14
Total Charges	\$109.14
Amount of Last Bill	\$125.96
Total Payments	\$0.00
Balance Forward	\$125.96
Total Due by 09/20/2023	\$235.10

Message Center

Welcome to Metergy!

For any questions or concerns, please email us at
customerservice@metergysolutions.com

Please follow these instructions to pay your bill:

Pay by Credit, Debit, or eCheck:

1. Create or log into your account by visiting mymetergyportal.com or press the "Pay Online" button on this bill
2. View your bill and pay using any one of the available payment methods (Credit, Debit, eCheck)

Enroll in Auto Pay:

1. Create or log into your account on mymetergyportal.com
2. Select a method of payment, enter and save payment information
3. Enable the checkbox "Auto Pay"

Pay by Online Banking:

1. Log into your online banking and go to your bill pay section
2. Select "Metergy Solutions LLC" from the payee list, or enter the address below:

Company Name	Metergy Solutions LLC
Address Line 1	P.O. Box 820211
City, State, ZIP	Philadelphia, PA 19182-0211

3. Enter your Metergy Account Number found at the top of your bill and make your payment

Pay by Check:

1. Please detach the coupon from the bottom of this bill
2. Mail your check and coupon to the address listed above
Unless otherwise required by law, interest will be charged on any overdue amount at a rate of 1.5% compounded monthly (19.56% per annum) until receipt of such overdue amount and all accrued interest. Please refer to our Conditions of Service for further details.

This submetered bill is from Metergy Solutions, which is not the regulated public utility.

Please detach and return this section with your payment to: Metergy Solutions LLC, P.O. Box 820211, Philadelphia PA 19182-0211



Account Number: U1000000000

Bill ID:1111111111

Statement Date
08/31/2023

Due Date
09/20/2023

Amount Due
\$235.10

Amount Paid:

JOHN SMITH
111 Main Street, Unit 11
Town, NY ZIP

008400000200240000U10000000100001111111110000235102

Your Electricity Charges

Charges

Average Rate (kWh) \$99.44

367.8 kWh @ \$0.27036/kWh

Admin Fee \$5.00

Your Electricity Charges Subtotal **\$104.44**

Taxes

Sales Tax (4.5%) \$4.70

Your Total Electricity Charges **\$109.14**

Electricity

Meter Number	Start Date	End Date	Service Days	Previous Read	Current Read	Multiplied By	Usage
111111-1-0	7/15/2023	8/14/2023	30	16519.7	16887.5	1	367.8

NOTIFICATION OF RIGHTS AND PROCEDURES

As a residential customer for electricity, you have certain rights assured by New York's Home Energy Fair Practices Act ("HEFPA") and the order issued by the New York State Public Service Commission on date, in Case 24-E-0046: Notice of Intent of The Twelve Seventy Fifth Ave. Cooperative, Inc. to Submeter Electricity at 1270 Fifth Avenue, New York, Located in the Territory of Consolidated Edison Company of New York, Inc. (the "Submetering Order"). This notification is an overview of those rights and certain policies and procedures regarding the service and billing of your electricity.

The building at 1270 Fifth Avenue (the "Building") is a submetered facility. The Twelve Seventy Fifth Ave. Cooperative, Inc. (the "Owner") is the owner of the Building. The Owner, through its managing agent (together with the Owner, the "Submeterer"), is responsible for the administration of submetering to your residential unit and will invoice you for your monthly electric usage. A third-party billing company under contract with the Submeterer prepares residents' invoices for their respective monthly electricity usage. Residents, in turn, receive their monthly submetered electricity bills from the Submeterer or its third-party billing company, Metergy Solutions.

If you have any questions or complaints concerning your electricity bill, please contact Metergy Solutions toll-free at 1-888-422-9319, or by mail at 1270 Fifth c/o Metergy Solutions Customer Care Center, PO Box 1867, Long Island City, NY 11101, or by email at customerservice@metersolutions.com. In the event of a complaint about the submetered electricity bill, you shall submit such complaint in writing to the Submeterer by mail to the address in the previous sentence. In turn, the Submeterer and/or its third-party billing company shall investigate your complaint within fifteen (15) days of the receipt of the complaint and will report the results to the complainant thereafter. As part of this response, you shall be advised of the disposition of the complaint and the reason therefore. If you and the Submeterer cannot reach an equitable agreement and you continue to believe the complaint has not been adequately addressed, then you may file a complaint with the PSC through the Department of Public Service. Alternatively, you may contact the Department of Public Service at any time concerning submetered service in writing at New York State Department of Public Service, 3 Empire State Plaza, Albany, New York 12223, by telephone at (800) 342-3377, by facsimile at (212) 417-2234, in person at the nearest office at 90 Church Street, New York, New York 10007, or via the Internet at www.dps.ny.gov.

The electricity bills that you receive show the amount of kilowatt hours ("kWh") that you used. The bills you receive shall provide, in clear and understandable form and language, the charges for service. In no event will the total monthly charges (including any administrative charges but excluding sales tax) exceed your electric utility's direct metered residential rate. The Submeterer may terminate or disconnect service under certain conditions (*i.e.*, nonpayment of electricity bills) pursuant to HEFPA.

You have the right to request messages on bills and notices in Spanish. To make such a request, contact the Submeterer. ***Usted tiene el derecho de solicitar información en facturas e informativos en Español. Para solicitar información en español, póngase en contacto con el Submeterer.***

You may request budget billing for the payment of electricity charges. This plan shall be designed to reduce fluctuations in customer bills due to seasonal patterns of consumption. Budget billing divides your electricity costs into twelve (12) equal monthly payments. Periodically, the Submeterer or its third-party billing company will review the budget billing for conformity with actual billings and may adjust that monthly amount as necessary. After those reviews, you may be responsible to pay for any electricity costs in excess of the budget billing amount(s) you previously paid. You may contact the Submeterer to discuss the details of a budget billing plan, if you are interested.

Your meter is read because it measures and records the actual amount of electricity you use; this enables an accurate bill to be sent to you. Making sure your electricity bills are accurate and correct is important to the Submeterer and to you. That is why every effort is made to read your meter regularly.

You may qualify for a rate reduction the equivalent of that which is provided by Con Edison to customers who are enrolled in its low-income program pursuant to its tariff (see P.S.C. No. 10 – Electricity, Rider S). If you receive benefits under Supplemental Security Income, Temporary Assistance to Needy Persons/Families, Safety Net Assistance, or Supplemental Nutrition Assistance Program, the federal Lifeline program or any other program associated with the federal Lifeline program, or have received a Home Energy Assistance Program grant in the preceding twelve (12) months, please alert the Submeterer by telephone or in writing and we will work with you to determine your eligibility.

If you are having difficulty paying your electricity bill, please contact the Submeterer by telephone or in writing in order to see if you qualify for a deferred payment agreement, whereby you may be able to pay the balance owed over a period of time. A deferred payment agreement is a written agreement for the payment of outstanding charges over a specific period of time, signed by both the Submeterer and customer. If you can demonstrate to the Submeterer a financial need, the Submeterer can work with you to determine the length of the agreement and the amount of each monthly payment. You may not have to make a down payment, and installment payments may be as little as \$10.00 per month. The Submeterer will make reasonable efforts to help you find a way to pay your bill.

Regardless of your payment history relating to your electricity bills, your electricity service will be continued if your health or safety or the health or safety of any other resident is threatened. Specifically, please notify the Submeterer if either of the following conditions exists:

(a) Medical Emergencies. You must provide a medical certificate from a doctor or local board of health establishing that you and/or another resident is suffering from a medical emergency.

(b) Life Support Equipment. You must provide a medical certificate from a doctor or local board of health if you and/or another resident suffers from a medical condition requiring electricity service to operate a life-sustaining device.

When the Submeterer becomes aware of such hardship, the Submeterer can refer you to the local Department of Social Services.

Special protections may be available if you are, and those living with you are age, eighteen (18) or younger or sixty-two (62) or older, blind, or disabled. Please contact the Submeterer to ensure that you receive all of the protections for which you are eligible.

You can also designate a third party as an additional contact to receive (1) total amounts due, (2) amounts past due, (3) amounts of any payments paid by or on behalf of the residential customer, and (4) copies of all notices relating to service termination or collection of amounts due, provided that the designated third party agrees in writing to receive such notices. The Submeterer shall inform the designated third party that the authorization to receive such notices does not constitute acceptance of any liability on the third party for service provided to you. The Submeterer shall promptly notify you of the refusal or cancellation of such authorization by your designated third party. You may also opt to continue to receive such notices in addition to the designated third party. If you are interested in this voluntary third-party notice, please notify the Submeterer with the third party's contact information and written agreement of the third party to receive copies of all notifications relating to past due balances, the disconnection of service, or other credit actions sent to you.

Please review the attached “Special Protections Registration Form” relating to some of the rights discussed above. Although you are not required to do so, please fill it out if you qualify for any special protection described on the form. You may return the completed form to the Submeterer.

SPECIAL PROTECTIONS REGISTRATION FORM

Please complete this form if any of the following applies. Return this form to:

1270 FIFTH c/o
Metergy Solutions LLC
Customer Care Center
PO Box 1867
Long Island City, NY 11101

ACCOUNT INFORMATION (please complete before mailing or submitting)

Name: _____

Address: _____

Telephone Contact: _____

Email: _____

Account Number (as shown on bill): _____

I would like to be considered for Special Protections.

In my household (**check all that apply**):

- Resident is 62 years of age or over, and any and all persons residing therewith are either 62 years of age or under 18 years of age
- Resident is blind (Legally or Medically)
- Resident has a permanent disability
- Resident has a Medical Hardship that requires special protection (describe): _____
- Resident has a Life Support Hardship (describe): _____

I receive government assistance:

- I receive Public Assistance (PA). My case number is: _____
- I receive Supplemental Security Income (SSI). **Note:** SSI benefits are not the same as Social Security Retirement Benefits. My Social Security Number is (**providing a Social Security Number is optional**): _____

Please send me more information about Balanced Billing

- Yes
- No

To be completed by Third Party

Please let me know if this customer's bill is overdue or if the service might be turned off. As "Caregiver" I understand that I am not responsible for payment of this bill.

Caregiver/Agency: _____

Address: _____

Telephone Contact: _____

Email: _____

Designee Signature: _____

From: [Rezarta Hoti](#)
To: [REDACTED]
Cc: [Michael Maksym](#)
Subject: [EXTERNAL] Response to Comment on SubMetering - PSC
Date: Thursday, March 28, 2024 3:37:53 PM
Attachments: [Response \(V. McGee\) \(1\).pdf](#)

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Hi Vincent,

Thank you for your comment on the PSC website. Attached please find a response to your comment.

Thank you,
Rezarta Hoti

Senior Project Manager
646-329-1106 | rhoti@akam.com
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99 Park Avenue, 14th FL, NY, NY, 10016

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March 28, 2024

Vincent McGee
1270 Fifth Avenue
New York, NY 10029

Re: Notice of Intent to Submeter at 1270 Fifth Avenue, New York, NY 10029 (Case No. 24-E-0046)

Dear Mr. McGee:

Thank you for taking the time to share your comments on Case No. 24-E-0046, particularly your support for the installation of electricity submeters and of billing residents directly for their individual electric usage.

Your feedback, alongside those from other residents who share your viewpoint, highlights the positive impacts a transition to individual metering will provide. Transitioning to individual metering stands to benefit the building in several meaningful ways, including enhancing the building's insurance options and improving rates; fostering better energy conservation, aligning with New York City's ambitious goals to reduce carbon emissions, and ensuring compliance with local regulatory standards.

We truly appreciate your engagement with this process. We will keep you and all residents informed about the developments of this application.

Respectfully,

/s/ Lena Golze Desmond
Lena Golze Desmond
Senior Regulatory Counsel
Metergy Solutions LLC
347-345-3889
lena.desmond@metersolutions.com

From: [Rezarta Hoti](#)
To: [REDACTED]
Cc: [Michael Maksym](#)
Subject: [EXTERNAL] 1270 Fifth Ave- PSC Comment Response
Date: Thursday, March 28, 2024 4:45:11 PM
Attachments: [Response \(W. Hubner\) \(3.28.24\).pdf](#)

CAUTION EXTERNAL EMAIL: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe!

Hello Mr. Hubner,

Thank you for your comment on the PSC application for 1270 Fifth Ave

Attached please find a response to your comment.

Thank you,

Rrezarta Hoti

Senior Project Manager
646-329-1106 | rhoti@akam.com

AKAM | www.akam.com | **Great Place to Work-Certified™**
99 Park Avenue, 14th FL, NY, NY, 10016

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March 28, 2024

William Hubner
1270 Fifth Avenue
New York, NY 10029

**Re: Notice of Intent to Submeter at 1270 Fifth Avenue, New York, NY 10029
(Case No. 24-E-0046)**

Dear Mr. Hubner:

Thank you for taking the time to share your comments on Case No. 24-E-0046. Your comments identified potential concerns regarding the proposed transition to individual metering and we would like to take the opportunity to address these concerns below.

Electric Submetering Benefits

Studies have repeatedly shown that a transition from master metering to individual metering will help reduce overall electricity usage.¹ This in turn can help reduce the building's overall carbon footprint and improve its NYC energy efficiency rating.

Metergy is currently in the process of upgrading its billing platform to allow residents to see their usage on a monthly basis. If you notice significant changes in your usage, you will be able to reach out to Metergy's customer service team to have your meter tested for accuracy at no cost to you.

Allocation of Costs

All shareholders are currently responsible for paying the full electric bill. You pay this through your monthly carrying charges. In a transition to electric submetering, the cooperative will still be furnishing the electricity, but the costs for paying the building's master metered bill will now be divided more fairly, based on use rather than shares.

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Submetering Billing & Payment Process

The metering and billing process will be very similar to how Con Edison bills its direct metered customers, except that Metergy Solutions ("Metergy") will bill residents instead of Con Edison. Below is an outline of the monthly billing cycle:

¹ https://www.hud.gov/program_offices/public_indian_housing/programs/ph/phecc/strat_m4

- Your submeter will meter your individual monthly usage
- On a monthly basis, Metergy will read your meter to determine how much kWh was used since the last reading (e.g. on May 1 your meter read 0000500, and on June 1 your meter read 0001000, so the difference would be 500kWh). Metergy aligns its meter read with the dates that Con Edison reads the building's master metered bill.
- Metergy then applies the building's master-metered rate (which is lower than the rate Con Edison charges directly-metered residential customers) to your usage to determine your total cost. See the sample bill for an example of what your bill will look like (please note that this is a sample only).
- Metergy will send a copy of the bill to your email address (or mail a hard copy if requested). Bills are due 15 days after receipt.

Payment Plans & Consumer Protections

If you are having any trouble paying your bills, Metergy offers both Budget Billing and Deferred Payment Agreements.

Budget Billing

We project how much your energy will cost for a year by analyzing your electric use for the previous 12 months, weather trends, current rates, and energy supply costs. Your annual cost is then divided by 12 to determine your monthly level payment amount. Once your plan is set up, you'll usually pay the same amount every billing period for the next year. We may make periodic adjustments if your actual energy use is significantly higher or lower than what you are billed for. After the plan ends, if your actual energy use is lower than what you were billed, you'll get a credit on your next bill. If it's higher, you'll be billed the difference.

Deferred Payment Agreements

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Annual Notification of Rights

The attached document includes an overview of your rights and protections under submetering, including registration for special protections.

We truly appreciate your engagement with this process. We will keep you and all residents informed about the developments of this application.

Respectfully,

/s/ Lena Golze Desmond
 Lena Golze Desmond
 Senior Regulatory Counsel
 Metergy Solutions LLC
 347-345-3889
lena.desmond@metergysolutions.com



Customer Care Center
1-888-422-9319
customerservice@metergysolutions.com

Monday to Friday
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John Smith
Account Number: U1000000000

Statement Date
08/31/2023

Due Date
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Amount Due
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TAP TO
PAY ONLINE

Service Address: 111 Main Street, #11

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Balance Forward	\$125.96
Total Due by 09/20/2023	\$235.10

Message Center

Welcome to Metergy!

For any questions or concerns, please email us at
customerservice@metergysolutions.com

Please follow these instructions to pay your bill:

Pay by Credit, Debit, or eCheck:

1. Create or log into your account by visiting mymetergyportal.com or press the "Pay Online" button on this bill
2. View your bill and pay using any one of the available payment methods (Credit, Debit, eCheck)

Enroll in Auto Pay:

1. Create or log into your account on mymetergyportal.com
2. Select a method of payment, enter and save payment information
3. Enable the checkbox "Auto Pay"

Pay by Online Banking:

1. Log into your online banking and go to your bill pay section
2. Select "Metergy Solutions LLC" from the payee list, or enter the address below:

Company Name	Metergy Solutions LLC
Address Line 1	P.O. Box 820211
City, State, ZIP	Philadelphia, PA 19182-0211

3. Enter your Metergy Account Number found at the top of your bill and make your payment

Pay by Check:

1. Please detach the coupon from the bottom of this bill
2. Mail your check and coupon to the address listed above
Unless otherwise required by law, interest will be charged on any overdue amount at a rate of 1.5% compounded monthly (19.56% per annum) until receipt of such overdue amount and all accrued interest. Please refer to our Conditions of Service for further details.

This submetered bill is from Metergy Solutions, which is not the regulated public utility.

Please detach and return this section with your payment to: Metergy Solutions LLC, P.O. Box 820211, Philadelphia PA 19182-0211



Account Number: U1000000000

Bill ID:1111111111

Statement Date
08/31/2023

Due Date
09/20/2023

Amount Due
\$235.10

Amount Paid:

JOHN SMITH
111 Main Street, Unit 11
Town, NY ZIP

008400000200240000U10000000100001111111110000235102

Your Electricity Charges

Charges

Average Rate (kWh) \$99.44

367.8 kWh @ \$0.27036/kWh

Admin Fee \$5.00

Your Electricity Charges Subtotal **\$104.44**

Taxes

Sales Tax (4.5%) \$4.70

Your Total Electricity Charges **\$109.14**

Electricity

Meter Number	Start Date	End Date	Service Days	Previous Read	Current Read	Multiplied By	Usage
111111-1-0	7/15/2023	8/14/2023	30	16519.7	16887.5	1	367.8

NOTIFICATION OF RIGHTS AND PROCEDURES

As a residential customer for electricity, you have certain rights assured by New York's Home Energy Fair Practices Act ("HEFPA") and the order issued by the New York State Public Service Commission on date, in Case 24-E-0046: Notice of Intent of The Twelve Seventy Fifth Ave. Cooperative, Inc. to Submeter Electricity at 1270 Fifth Avenue, New York, Located in the Territory of Consolidated Edison Company of New York, Inc. (the "Submetering Order"). This notification is an overview of those rights and certain policies and procedures regarding the service and billing of your electricity.

The building at 1270 Fifth Avenue (the "Building") is a submetered facility. The Twelve Seventy Fifth Ave. Cooperative, Inc. (the "Owner") is the owner of the Building. The Owner, through its managing agent (together with the Owner, the "Submeterer"), is responsible for the administration of submetering to your residential unit and will invoice you for your monthly electric usage. A third-party billing company under contract with the Submeterer prepares residents' invoices for their respective monthly electricity usage. Residents, in turn, receive their monthly submetered electricity bills from the Submeterer or its third-party billing company, Metergy Solutions.

If you have any questions or complaints concerning your electricity bill, please contact Metergy Solutions toll-free at 1-888-422-9319, or by mail at 1270 Fifth c/o Metergy Solutions Customer Care Center, PO Box 1867, Long Island City, NY 11101, or by email at customerservice@metersolutions.com. In the event of a complaint about the submetered electricity bill, you shall submit such complaint in writing to the Submeterer by mail to the address in the previous sentence. In turn, the Submeterer and/or its third-party billing company shall investigate your complaint within fifteen (15) days of the receipt of the complaint and will report the results to the complainant thereafter. As part of this response, you shall be advised of the disposition of the complaint and the reason therefore. If you and the Submeterer cannot reach an equitable agreement and you continue to believe the complaint has not been adequately addressed, then you may file a complaint with the PSC through the Department of Public Service. Alternatively, you may contact the Department of Public Service at any time concerning submetered service in writing at New York State Department of Public Service, 3 Empire State Plaza, Albany, New York 12223, by telephone at (800) 342-3377, by facsimile at (212) 417-2234, in person at the nearest office at 90 Church Street, New York, New York 10007, or via the Internet at www.dps.ny.gov.

The electricity bills that you receive show the amount of kilowatt hours ("kWh") that you used. The bills you receive shall provide, in clear and understandable form and language, the charges for service. In no event will the total monthly charges (including any administrative charges but excluding sales tax) exceed your electric utility's direct metered residential rate. The Submeterer may terminate or disconnect service under certain conditions (*i.e.*, nonpayment of electricity bills) pursuant to HEFPA.

You have the right to request messages on bills and notices in Spanish. To make such a request, contact the Submeterer. ***Usted tiene el derecho de solicitar información en facturas e informativos en Español. Para solicitar información en español, póngase en contacto con el Submeterer.***

You may request budget billing for the payment of electricity charges. This plan shall be designed to reduce fluctuations in customer bills due to seasonal patterns of consumption. Budget billing divides your electricity costs into twelve (12) equal monthly payments. Periodically, the Submeterer or its third-party billing company will review the budget billing for conformity with actual billings and may adjust that monthly amount as necessary. After those reviews, you may be responsible to pay for any electricity costs in excess of the budget billing amount(s) you previously paid. You may contact the Submeterer to discuss the details of a budget billing plan, if you are interested.

Your meter is read because it measures and records the actual amount of electricity you use; this enables an accurate bill to be sent to you. Making sure your electricity bills are accurate and correct is important to the Submeterer and to you. That is why every effort is made to read your meter regularly.

You may qualify for a rate reduction the equivalent of that which is provided by Con Edison to customers who are enrolled in its low-income program pursuant to its tariff (see P.S.C. No. 10 – Electricity, Rider S). If you receive benefits under Supplemental Security Income, Temporary Assistance to Needy Persons/Families, Safety Net Assistance, or Supplemental Nutrition Assistance Program, the federal Lifeline program or any other program associated with the federal Lifeline program, or have received a Home Energy Assistance Program grant in the preceding twelve (12) months, please alert the Submeterer by telephone or in writing and we will work with you to determine your eligibility.

If you are having difficulty paying your electricity bill, please contact the Submeterer by telephone or in writing in order to see if you qualify for a deferred payment agreement, whereby you may be able to pay the balance owed over a period of time. A deferred payment agreement is a written agreement for the payment of outstanding charges over a specific period of time, signed by both the Submeterer and customer. If you can demonstrate to the Submeterer a financial need, the Submeterer can work with you to determine the length of the agreement and the amount of each monthly payment. You may not have to make a down payment, and installment payments may be as little as \$10.00 per month. The Submeterer will make reasonable efforts to help you find a way to pay your bill.

Regardless of your payment history relating to your electricity bills, your electricity service will be continued if your health or safety or the health or safety of any other resident is threatened. Specifically, please notify the Submeterer if either of the following conditions exists:

(a) Medical Emergencies. You must provide a medical certificate from a doctor or local board of health establishing that you and/or another resident is suffering from a medical emergency.

(b) Life Support Equipment. You must provide a medical certificate from a doctor or local board of health if you and/or another resident suffers from a medical condition requiring electricity service to operate a life-sustaining device.

When the Submeterer becomes aware of such hardship, the Submeterer can refer you to the local Department of Social Services.

Special protections may be available if you are, and those living with you are age, eighteen (18) or younger or sixty-two (62) or older, blind, or disabled. Please contact the Submeterer to ensure that you receive all of the protections for which you are eligible.

You can also designate a third party as an additional contact to receive (1) total amounts due, (2) amounts past due, (3) amounts of any payments paid by or on behalf of the residential customer, and (4) copies of all notices relating to service termination or collection of amounts due, provided that the designated third party agrees in writing to receive such notices. The Submeterer shall inform the designated third party that the authorization to receive such notices does not constitute acceptance of any liability on the third party for service provided to you. The Submeterer shall promptly notify you of the refusal or cancellation of such authorization by your designated third party. You may also opt to continue to receive such notices in addition to the designated third party. If you are interested in this voluntary third-party notice, please notify the Submeterer with the third party's contact information and written agreement of the third party to receive copies of all notifications relating to past due balances, the disconnection of service, or other credit actions sent to you.

Please review the attached “Special Protections Registration Form” relating to some of the rights discussed above. Although you are not required to do so, please fill it out if you qualify for any special protection described on the form. You may return the completed form to the Submeterer.

SPECIAL PROTECTIONS REGISTRATION FORM

Please complete this form if any of the following applies. Return this form to:

1270 FIFTH c/o
Metergy Solutions LLC
Customer Care Center
PO Box 1867
Long Island City, NY 11101

ACCOUNT INFORMATION (please complete before mailing or submitting)

Name: _____

Address: _____

Telephone Contact: _____

Email: _____

Account Number (as shown on bill): _____

I would like to be considered for Special Protections.

In my household (**check all that apply**):

- Resident is 62 years of age or over, and any and all persons residing therewith are either 62 years of age or under 18 years of age
- Resident is blind (Legally or Medically)
- Resident has a permanent disability
- Resident has a Medical Hardship that requires special protection (describe): _____
- Resident has a Life Support Hardship (describe): _____

I receive government assistance:

- I receive Public Assistance (PA). My case number is: _____
- I receive Supplemental Security Income (SSI). **Note:** SSI benefits are not the same as Social Security Retirement Benefits. My Social Security Number is (**providing a Social Security Number is optional**): _____

Please send me more information about Balanced Billing

- Yes
- No

To be completed by Third Party

Please let me know if this customer's bill is overdue or if the service might be turned off. As "Caregiver" I understand that I am not responsible for payment of this bill.

Caregiver/Agency: _____

Address: _____

Telephone Contact: _____

Email: _____

Designee Signature: _____